

COLLECTOR OF REVENUE  
OFFICE POLICIES  
&  
PROCEDURE MANUAL

September 23, 2014

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# **1. Roles and Responsibilities**

## **General Staff**

Collector of Revenue – Full Time

Revenue Specialist – Full Time

Revenue Clerk – Part time 15 hour

## **General duties**

Collector of Revenue primarily ensures billings are sent out, revenue balances daily and agrees with the general ledger, delinquency follow up is conducted, liens are processed and policies are adhered to. Issues found from office personnel are reported and addressed by the collector of revenue.

Revenue Specialist shares time with the public works department for billing and follow up on refuse/recycle accounts. Budget is ½ FTE for public works, ½ for other collections. Revenue specialist typically bills insurance, miscellaneous, and refuse. Specialist fills in for revenue clerk duties when clerk is unavailable.

Revenue Clerk typically is the first customer contact for phones and walk in customers. The clerk is responsible for working returned mail, bad checks follow up and tracking, ticket revenue processing/follow up billing, and verifying lunch money and other department deposits.

## **2.     Billing Types**

- A. Property Taxes
  - Real Estate
  - Personal Property
  - Motor Vehicle/supplemental motor vehicle
- B. Refuse
  - Single Family
  - Multi Family
  - Security Deposits
- C. Sewer
  - Willimantic Sewer
  - UConn Sewer
- D. Insurance
  - Town Employees
  - BOE Employees
- E. Miscellaneous
  - Police services
  - Copy Fees
  - Rent
  - School Use fees
  - Eastern Highlands Health District
  - Tuition
  - Animal control
  - Custodial Services
- F. Delinquent Parking Tickets
- G. Bad check Billing

### 3. Collection periods

Billing Type (s)	Due Date	Delinquent Date	Period Covered	Interest Rate
<b><u>TAXES</u></b>				
Real Estate Personal Property 1 <sup>st</sup> installments	July 1 <sup>st</sup>	August 1 <sup>st</sup> or 1 <sup>st</sup> business day in August	July 1 <sup>st</sup> through December 31 <sup>st</sup>	18% annually from due date
Real Estate Personal Property 2 <sup>nd</sup> installments	January 1 <sup>st</sup>	February 1 <sup>st</sup> or 1 <sup>st</sup> business day in February	January 1 <sup>st</sup> through June 30 <sup>th</sup>	18% annually from due date
Motor Vehicle	July 1 <sup>st</sup>	August 1 <sup>st</sup> or 1 <sup>st</sup> business day in August	October 1 <sup>st</sup> of the prior year through September 30 <sup>th</sup>	18% annually from due date
Supplemental Motor Vehicle	January 1 <sup>st</sup>	February 1 <sup>st</sup> or 1 <sup>st</sup> business day in February	Post October 1 <sup>st</sup> Registration date through September 30 <sup>th</sup>	18% annually from due date
<b><u>REFUSE</u></b>				
Single Family Multi Family 1 <sup>st</sup> Quarter	January 1 <sup>st</sup>	February 1 <sup>st</sup> or 1 <sup>st</sup> business day in February	January 1 <sup>st</sup> – March 31 <sup>st</sup>	18% annually from due date
Single Family Multi Family 2 <sup>nd</sup> Quarter	April 1 <sup>st</sup>	May 1 <sup>st</sup> or 1 <sup>st</sup> business day in May	April 1 <sup>st</sup> – June 30 <sup>th</sup>	18% annually from due date
Single Family Multi Family 3 <sup>rd</sup> Quarter	July 1 <sup>st</sup>	August 1 <sup>st</sup> or 1 <sup>st</sup> business day in August	July 1 <sup>st</sup> – September 30 <sup>th</sup>	18% annually from due date
Single Family Multi Family 4 <sup>th</sup> Quarter	October 1 <sup>st</sup>	November 1 <sup>st</sup> or 1 <sup>st</sup> business day in November	October 1 <sup>st</sup> – December 31 <sup>st</sup>	18% annually from due date
<b><u>SEWER USAGE</u></b>				
Sewer Use 1 <sup>st</sup> Installment	March 1 <sup>st</sup>	April 1 <sup>st</sup> or 1 <sup>st</sup> business day in April	July to December of the prior year	18% annually from due date
Sewer Use 2 <sup>nd</sup> Installment	September 1 <sup>st</sup>	October 1 <sup>st</sup> of 1 <sup>st</sup> business day in October	January to June of the same year	18% annually from due date

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**INSURANCE**

Town Employees BOE Employees	Monthly on the 1 <sup>st</sup>	By the 1 <sup>st</sup> business day of the next month	Current billing month	18% annually from the due date
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**MISCELLANEOUS**

Durham School – Rent – not billed	Monthly			none
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Historical Society Rent	Bi- monthly			
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Diesel Fuel	Quarterly			
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Police Services	Quarterly			none
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Eastern Health	Quarterly			none
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Highlands District				
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Tuition-AG Ed, Special Ed	Quarterly			none
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Copy Services	Quarterly			None
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Custodial Services	Quarterly			None
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Region 19 Tuition	Semi- Annually			None
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Columbia Windham School Use	Semi- Annual			
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Bulky Waste	As needed			None
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Other	As needed			<b>None</b>
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Bike path	Annual	July		
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Schoolhouse Rent	Annual	July		
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Joshua's trust				
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Sewer Sinking Escrow Fund	Annually			
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Windham Hospital – gas usage for vehicles	Annually			
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Midneroc	Annual			
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<b><u>PARKING TICKETS</u></b> <b><u>– delinquent only</u></b>	10 days after ticket	Upon receipt	Specific violation date	Doubles after 10 days
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<b><u>BAD CHECKS</u></b> <b><u>FOLLOW UP</u></b>	As needed			
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## 4. Collection Practices

### *Taxes – 1st installment*

- 1) Tax bills are mailed by July 1<sup>st</sup> for Real estate, personal property and motor vehicles.
- 2) Delinquent Bill mailed by end of the 1<sup>st</sup> full week of August to all unpaid accounts.
- 3) Demand notices mailed by mid-September to accounts that have not paid in the prior month.
- 4) Submit motor vehicle list to collection agency by mid-October
- 5) Submit personal property accounts to marshal by mid-October
- 6) Submit real estate accounts to marshal by mid-October
- 7) Review Tax sale List with management by mid-October
- 8) Review payment plans monthly and mail demand notices as needed.

### *Taxes – 2<sup>nd</sup> installment*

- 1) Tax bills are mailed by January 1<sup>st</sup> for supplemental motor vehicles.
- 2) Delinquent bills mailed by end of the 1<sup>st</sup> full week of February to all unpaid accounts.
- 3) Demand notices mailed by mid-March to accounts that have not paid in the prior month.
- 4) Submit motor vehicle list to collection agency by mid-April
- 5) Submit personal property accounts to marshal by mid-April
- 6) Submit real estate accounts to marshal by mid-April
- 7) Review Tax sale List with management by mid-April
- 8) Review payment plans monthly and mail demand notices as needed.
- 9) Lien Notices mailed by mid-May
- 10) Liens filed June 30<sup>th</sup>

## *Refuse – Each installment*

- 1) Refuse bills are mailed by the 1<sup>st</sup> day of the quarter. Accounts past due for the prior quarter include an insert with dates of when shut off will occur if balance remains unpaid.
- 2) Delinquent bills mailed by the end of the 1<sup>st</sup> full week of the 2<sup>nd</sup> month of the quarter.
- 3) Accounts that are to be shut off are submitted to the hauler as of the middle of the 2<sup>nd</sup> month of the quarter.
- 4) Barrels are retrieved from shut off customers effective the last week of the 2<sup>nd</sup> month of the quarter.
  - A. SPECIAL NOTES:
    - I. TO REINSTATE ONCE BARRELS ARE REMOVED THERE IS A CHARGE OF \$20 TO RETURN 2 BARRELS.
    - II. IF BARRELS ARE NOT RETRIEVED, THERE IS A CHARGE OF \$100 PER BARREL ADDED TO THE CUSTOMER'S ACCOUNT BALANCE.
- 5) Demands notices are sent the month after barrels are retrieved.
- 6) Accounts are sent to the marshal following the expiration of the demand notice.
- 7) Lien notices are sent to accounts with balances within one quarter of the shut off date.
- 8) Liens are filed quarterly as needed.



## *Mansfield Center Sewer - Each Installment*

### Source of billing information

- Accounting Manager/Treasurer provide approved budget for the Mansfield Center Sewer billing.
- Town of Windham provides meter readings to the Collector's office.
- The collector's office creates the listing of accounts using budget and meter readings.

### Collection Practices

- 1) Sewer bills are mailed within 30 days of getting an approved budget from Finance. This budget is set by early spring each year. The budget is billed in 2 equal amounts shared amongst the users of the system divided by individual usage to total usage of all users.
- 2) Delinquent bills mailed by the end of the first full week after it is late.
- 3) Demand notices mailed by the end of the first full week after the delinquency notice time has expired.
- 4) Accounts without payments against it are sent to the marshal upon the expiration of the demand notice.
- 5) Lien notices sent annually to unpaid accounts in February for the prior year.
- 6) Liens filed annually in March.

## *Insurance*

### Source of billing information:

- The Human Resources Associate in the Town Manager's office provides a listing of the town retirees and their billing amounts approximately 1 week before the monthly billing.
- The Personnel Assistant for the BOE provides a listing of the BOE retirees and their billing amounts a few days before the monthly billing.

### Collection Practices

- 1) Bills are mailed by the 1<sup>st</sup> business day of the month.
- 2) Past due amounts are included in the monthly billings.
- 3) Any past due amounts greater than 3 months will be communicated to the HR Associate or the Personnel Assistant for assistance.

## *Miscellaneous Billing*

### Source of the billing

- Various departments prepare billing requests regarding their functions in the town. A billing request must be provided for us to bill with appropriate revenue or expense codes to apply the receipts to in the general ledger.

### Collection Practices

- 1) Bills are mailed on demand as requested.
- 2) There is no interest on the bill.
- 3) Periodic follow up bills are mailed, but are not on a specific cycle.
- 4) Monthly review of open balances is done by the Collector of revenue
- 5) If a balance remains open beyond 90 days, the department requesting the billing will be notified.

## 5. General cash controls, external and internal customers

### Point of Sale stations:

1. Verify starting cash before use of each station.
  - a. \$30 starting cash
2. Verify ending cash when transitioning to a new clerk and at the end of the day.
  - a. It should be \$30 plus cash transactions.
3. When customers pay with cash, count cash in front of them.
4. Use counterfeit pen on all \$100's.
5. Store \$100's below register tray, out of sight.
6. When customer is paying by check, review check for the following:
  - a. Payable to "Town of Mansfield"
  - b. Digits written agree to words written
  - c. The check is signed
  - d. The check is not expired
  - e. The routing and bank account are on the bottom of the check
7. We do not accept postdated checks
8. Close the drawer when you are done using it

### Internal customer deposits:

**Extra change tray of \$140 is verified and locked in the cabinet in case departments need change. In general change should be in 1's and 5's, with coins approximating a full roll for each coin type. In times when school is not in session, a full roll for each coin type plus loose coins should be retained.**

1. Verify deposit being brought by the department, preferably in front of them if possible.
2. Make sure the split of tender is notated on the bottom of the report of collections. (i.e. cash \$, checks \$, credit card)
3. If it agrees, sign the report of collections and provide a signed copy to the depositor.
4. Stamp the back of the checks with the appropriate stamper – general fund or region. (Note: Region would be for any account fund beginning with 9)
5. Place the checks if General fund under the tray in the cash box and if Region, in the region deposit bag.
6. Place cash if in General Fund in the cash box and if Region, in the region deposit bag.

7. Log the deposit on the daily revenue sheet and 2 copies of the report of collections.

### **Common Sense Cash Practices:**

- ✓ Never leave cash or cash box sitting out unattended
- ✓ Cash box should stay in the drawer unless in use.
- ✓ Never leave checks or cash near a recycling bin.
  - ✓ Cash drawers should always be closed
  - ✓ Extra change tray should be in locked cabinet
- ✓ All cash to be locked in safe in the vault each night.
- ✓ Be neat; try to have all bills heading in the same direction.
- ✓ Do not cash any employees or customers checks.
  - ✓ Do not give change back on a check.

# General cash controls, internal departments

For Departments within the Town of Mansfield, these cash control measures should be followed:

1. Always verify starting cash each beginning and ending of the day.
2. When customers pay with cash, count cash in front of them.
3. Use counterfeit pen on all \$100's.
4. When customer is paying by check, review check for the following:
  - a. Payable to "Town of Mansfield"
  - b. Digits written agree to words written
  - c. The check is signed
  - d. The check is not expired
  - e. The routing and bank account are on the bottom of the check
5. We do not accept postdated checks.
6. Deposit with the Collector of Revenue office daily if you have at least \$100 in revenues that day. If not, then accumulate until \$100 is reached and/or deposit at least weekly.
7. Deposits must come with a signed report of collections that identify which revenue the deposits go to, how much is being deposited in checks and cash. Collector of Revenue staff will verify the accuracy of the statements.
8. Store your cash or checks in a safe. If you do not have a safe, please contact the Collector of Revenue office.
9. Safe combinations must be changed when those that know the combination leave employment with the Town of Mansfield.

## **Common Sense Cash Practices:**

- ✓ Never leave cash or cash box sitting out unattended
- ✓ Cash box should stay in a safe place, unless in use.
  - ✓ Never leave checks or cash near a recycling bin.
  - ✓ Cash drawers should always be closed
- ✓ All cash/checks to be locked in a safe each night.
- ✓ Be neat; try to have all bills heading in the same direction.
- ✓ Do not cash any employees or customers checks.
  - ✓ Do not give change back on any check.

## 6. Daily Procedures

### a. POS Terminals

1. There are 3 counter computers, computer1, computer2, and computer3.
2. Open each QDS counter terminal and log in.
3. Set up the starting cash of \$30 in counter1 and counter2
4. Print a Batch report for the prior day ensuring all bill types are selected and the batch number and terminal number reflect nothing.

The screenshot shows a 'Batch Report' window with two tabs: 'Report Option (s)' and 'Recap + Details Option (s)'. The 'Report Option (s)' tab is active. It contains several sections for configuring the report.

**Report Date:** 09/24/2014

**Posted/ Unposted Report:** POSTED (dropdown)

**Posted Batch Report:**

- Date: ☐
- Bill Number: ☒
- Terminal #: ☐
- Batch #: ☐
- Sequence #: ☐
- COC #: ☐

**Unposted Batch Report:**

- Date: ☐
- Bill Number: ☒
- Terminal #: ☐
- Batch #: ☐
- Sequence #: ☐
- COC #: ☐

**++ Print Condition (s):**

- Print to Slip Printer: NO (dropdown)
- Total Only: NO (dropdown)
- Bill Type: 00 ALL BILLS (dropdown)
- Batch number:
- Terminal Number:
- ☒ Pay Date From: 09/23/2014 To: 09/23/2014
- Cycle Number: 00 - ALL (dropdown)
- District:
- Record Type: TOWN (dropdown)
- Payment Type: ALL (dropdown)
- Tax/Deferred: Tax and Deferred (dropdown)
- Print Summary Only: NO (dropdown)
- Active/Suspense/ All: ALL (dropdown)
- Override Code: All (dropdown)

**Buttons:** RS, Print [F11], Close [Esc]

**Footer:** Version: 1.0.627 [09/03/2014] 10:46 AM

5. Take the remaining cash and checks from the prior day and put to the side for balancing. **See balancing and deposit.**

6. As customers come in to pay, use the inquiry function to find their bills. Various search engine criteria are available.

**Search Option (s) & Flag (s)**

☒ Details ☐ Summary ☒ View ☐ Modify

☒ Open Balance ☐ Suspense ☐ Deceased  
☐ Delinquent ☐ No Suspense ☐ Put on  
☐ Credit ☐ Payment Plan ☐ Level 1 only  
☐ Adjusted ☐ Assigned Lien  
☐ Invalid Address ☐ Appeal  
☐ Deferred ☐ Current Owner  
☐ Exclude Deferred ☐ Warrant  
☐ Bankruptcy ☐ Lien  
☐ Back Taxes ☐ Other Inst Due  
☐ Messages ☐ Cash Only

☐ Go to Archived Bill

Bill #  Int. Date 09/24/2014  
Link #  Bank  Dist   
Name  ☐ C/O  
Prop Loc   
UID   
Additional   
Order by

Search [F11] Close [Esc]

Total Due 0.00  
Balance 0.00  
# Of Records 0 # of Flag (s) 0

**Print Option (s)**  
☐ All ☒ Clear ++ Print [F9]

7. To print their bills for processing, select the bill you want and then print the following way to get a professionally looking bill that will allow them a receipt. You can also just select print bill to blank paper, but use 3 part paper so they can get a receipt. You can also use reprint club bills if they

Select Printing Options

**Report Option**

☐ Print Screen ☒  
☐ Print Details  
☐ MV Release  
☐ Print Permit Card  
☐ Print Delinquent Notice  
☐ Print Delinquent Statement  
☐ Print Delinquent Demand  
☐ Print Bill to Blank Paper  
☐ Print Bill to Bill Form  
☒ Reprint Bill Form  
☐ Reprint Club Bills

**Option (s)**

Tax/Def All  
☐ Year  
☒ All  
☐ Print Original Bill  
☐ Show Interest  
☐ Use Preprinted Form

Print [F9] Cancel [Esc]

have a lot of cars and a club bill number



8. If the customer has a refund balance, and wishes to request a refund, use the Special Functions menu to generate the form to have them sign for a refund.

Bill # UID	Flag	Name Prop Loc/Vehicle	Type	Amount	Total	Posted	Reason
2004-03-0059394 M59394	<input checked="" type="checkbox"/>	SMITH ALLAN B /535PSH/YV 1FA8843M2510554	C	-34.57T 0.00I 0.00L 0.00F	-34.57		14 = Sec. 12-129 Refund of Excess Payments.

**Refund Option (s)**  
Refund/ Abatement  
Refund  
☒ Create Refund  
☐ View and Modify  
☐ Include Bankruptcy  
  
(Post) Refund Notice +  
☐ Add Transaction to Batch

☐ Refund / Abate without real credit amount  
Bill # \_\_\_\_\_ Int. Date \_\_\_\_\_  
Year 0 To 0 09/24/2014  
Name smith allan  
Prop # \_\_\_\_\_  
UID \_\_\_\_\_  
Min 0.00 To 0.00  
Type All

Clear [F2] Search [F10] Close [Esc]

# of Flag (s) 1  
# of records 1  
Select ☐ All ☐ Clear

Verbiage Process Print  
**Processing Refund**  
Refund Reason/Code  
14 = Sec. 12-129 Refund of Excess Payments.  
Save [F9]  
  
[Refund Notice + Add Transaction to Batch] will work with Non-Direct Posting only

Fill out the form as following: Search for the name of the taxpayer. If listed, flag the row you want to print a form for. Select the Process tab on the bottom right box, scroll to the refund of excess payments reason code and click "save". Answer yes to the prompts. Then check the button View and Modify and search for the taxpayer again. Ensure the To (First Selectman) field on Verbiage tab states Town Manager. .

**Refund Option (s)**  
Refund/ Abatement  
Refund  
☐ Create Refund  
☒ View and Modify  
☐ Include Bankruptcy  
  
(Post) Refund Notice +  
☐ Add Transaction to Batch

☐ Refund / Abate without real credit amount  
Bill # \_\_\_\_\_ Int. Date \_\_\_\_\_  
Year 0 To 0 09/24/2014  
Name \_\_\_\_\_  
Prop # \_\_\_\_\_  
UID \_\_\_\_\_  
Min 0.00 To 0.00  
Type All

Clear [F2] Search [F10] Close [Esc]

# of Flag (s) 1  
# of records 2  
Select ☐ All ☐ Clear

Verbiage Process Print  
Add your Verbiage Here !!!  
  
Tax Collector CHRISTINE GAMACHE  
Assessor IRENE LUCIANO  
To (First Selectman) TOWN MANAGER

Flag the account you want to print and print from the Print tab on the

Verbiage Process **Print**

**Print Option (s) -- Condition will be the same as Search**

☐ ++ List **Print [F11]**

☒ Refund Form ☐ Use District Town Name

☒ print governing body

**Tax Signature**

**Assessor Signature**

right side.

2. If it is a title searcher that wants information on a property, then use the inquiry menu to find the property (see #6 above). Then print checking the "inquiry" line for the information to print. The charge for a printout is 50 cents.

### **Do's and Don't's**

- Do no give out address information, just property location.
- Do not give out plate information unless to the owner.
  - Do not give out birthdate information.
- Do learn the tricks of successful searches. Name, address, property location, map block lot. Etc.

### **Various ad hoc how to's**

- **How to search by payment transactions:** Posting dropdown menu. Select Search by payment transactions and enter amount you are looking for.

- **How to run a Payment History Report:** During tax season, people want to know what they paid during the tax year. You can run this report by



clicking on this icon or by selecting the reports dropdown and selecting Payment History Report. Select Code 14 for all taxes, and put in search criteria.

Check the accounts in the grid that you want to include in your print and then click print.

## **c. Mail and Processing Payments**

There are many locations we received payments from. These are:

Drop Box  
Invoice Cloud Portal  
Mail  
Inter-office  
People's bank merchant services portal  
Department depositors  
Complus parking tickets

### **Special Notes about payments:**

**Do not process cash and check payments for the marshal. Leave them for the marshal to pick up.**

1. Retrieve contents of the drop box.
  - a. Sort the contents into payments, correspondence, department deposits.
  - b. Print remittance information for payments and put payments in the tray to be processed.
  - c. Deliver correspondence
  - d. Put department deposits in cash box drawer to be verified.
2. Process Invoice Cloud payments.
  - a. Print emails regarding invoice cloud payments.
  - b. Save files attached to invoice cloud emails for lockbox processing to the PAYMENT FILES folder of the Tax Collector file folders on the T Drive.
  - c. Log on to invoice cloud and to get detail information on payments not with a lockbox file. Note: Types of payments in invoice cloud are: taxes, refuse, sewer, school lunch, and some downtown partnership fees or ordinance violations.
    - i. Log in, and then find information needed by clicking "search payments", select the date you want to show, then click on each magnifying glass for the "non-processing fee" lines and print.



**Data Management**

- Home
- Search Customers
- Search Payments**
- Monthly Summary
- Registration Report
- Data Synchronization
- History
- EFT/ACH Rejects
- AutoPay Report
- Paperless Report
- Paperless Bounce Report
- View Scheduled Payments
- Invoice File History
- Payment File History
- Adjustment File History
- Daily Payments Received
- Email Notification Summary
- Email Statistics
- Email Tracking
- Email Do Not Send List
- Retrieval Requests

### Search Payments

Customer Name (This field supports partial matches)

Account Number (This field supports partial matches)

Invoice Number (This field supports partial matches)

Bill Reference (This field supports partial matches)

Amount (0.00 for all amounts)

Card Number: (example: 4111XXXXXXXX1111)

Invoice Type

Approval Status / Payment Type

Transaction Source / Type

Date Range:  to

Invoice #	Customer	Amount	Paid Via	Paid On	Message	Approved	Options
2013030060815-1	YU MIAO	\$70.80	Credit Card	9/23/2014	Approved 045294	<input checked="" type="checkbox"/>	

d. Once all invoice cloud information is available, begin to process the payments.


i. For lockbox files, login to the lockbox logon QDS POS system.

i. Click on the posting drop down and select "Process Lockbox or Bank Tape"

ii. Fill out the form as you see here, by selecting B-Banktape under Lockbox Option and clicking process file. Follow the prompts ensuring the balance agrees with the email totals received for that batch. When it asks to enter the F10 totals, if it is in balance click yes, and fill out the form with the various payment types (check, credit card) in the fields. If it does not balance, investigate on the invoice cloud site and find the missing item. Enter it through the regular posting screen. Once in balance fill in the F10 totals.


iii. Post the batch by clicking on the Posting drop down menu and selecting "Post – Start New Batch" and following the prompts.

Information			Process Lockbox		TOTAL POST	
Effective Date	09/24/2014		Bank Tape / Lock Box		# of Accts With Msg	Total Amt (MSG)
<input checked="" type="checkbox"/> Posting Date	09/24/2014		Lockbox Option			0.00
<input type="checkbox"/> Posting Date from File			B - BANKTAPE		# of Accts W/O Msg	Total Amt ( No MSG)
<input type="checkbox"/> Continue Posting with the Same Terminal # and Batch #			<input type="checkbox"/> Exclude % Fee <input checked="" type="checkbox"/> Process % Fee and other fees <input type="checkbox"/> Use Alternate Interface Cash Acct			0.00
Term#	Batch to Post	Seq #			Total	Total Disc
90	560	1				0.00
<input type="button" value="Clear Term # &amp; Batch [F7]"/>			<input type="button" value="Process File [F9]"/>			Total Amount (From File)
						0.00
						Total Post Amount to the batch
						0.00
					<input type="button" value="Print [F11] *"/>	<input type="button" value="Close [ESC]"/>

- ii. For each non-lockbox email, post payments on accounts that match the detail printed from the invoice cloud payment site.
  - i. Click on  to begin posting.
  - ii. Enter the bill number for the first item and fill out the screen with the payment amount.
  - iii. Click F11 to add to batch
  - iv. Add additional items until the batch total equals the amount of the deposit on the email.
  - v. Click F10 to enter the various types of tenders render (ach, visa, mastercard).
  - vi. Post the batch by clicking on the Posting drop down menu and selecting "Post – Start New Batch" and following the prompts.

Month Cycle No	03 - September	Term #	90	Current	
Effective Date	09/24/2014	Batch #	560	Original	
Posting Date	09/24/2014	Rec #	1	Address	
Transaction Type	Payment	Clerk ID		City/State	
<input checked="" type="checkbox"/> Bill Number		Reprinting Bill		Unique ID	
Payment Amount	0.00	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		PROP LOC	
				M/B/L	
TAX	INTEREST	LIEN	FEE	Total	0.00
0.00	0.00	0.00	0.00	RUNNING TOTAL	0.00
				Override	
				Refund	
				BANK	
				FEE CODE	
<input type="button" value="Copy Dues [F2]"/> <input type="button" value="Inq. this Bill"/> <input type="button" value="Inq. Any Bill [F4]"/> <input type="button" value="All Bills [F5]"/> <input type="button" value="Add to Batch [F11]"/> <input type="button" value="Print [F9]"/> <input type="button" value="Close [Esc]"/>					

- iii. Some invoice cloud payments do not get recorded in QDS. These payments get reported on the departmental report of collections and logged on Daily Revenue Sheet.
  - i. School Lunch –

1. Scan the detailed sheets of the payments from invoice cloud and email the payments to the Lunch Program coordinator.
  2. Create a report of collection for each school separately. Print 3 copies of each report, 2 for our office and 1 to be sent with the detailed sheet attached to the BOE contact.
  3. Log the collection on the Daily revenue Sheet in the ACH/CC column.
3. Mail and interoffice
- a. Sort the mail into payments and correspondence.
    - i. Ticket/ordinance violations payments – give to revenue Clerk
    - ii. Bill Type 18 payments (miscellaneous)– give to Revenue Specialist
    - iii. All other payments go to b.
  - b. Print remittance information for payments and put payments in the tray to be processed. **See POS Terminals #6 and 7 to look up info and print options.**
  - c. Deliver correspondence
  - d. **Post Payments into the QDS POS system.**
    - i. Click on  to open the posting payment screen.
    - ii. Scan or enter the bill number for the first payment.
    - iii. If paying in full, click F2 to copy the due amount and click F11 to Add to the batch
    - iv. If partial paying, enter the amount to be paid in the Payment Amount field and select “partial payment” from the override drop down box and click F11 to Add to batch.
    - v. If overpaying, enter the amount to be paid in the Payment Amount field and select “overpayment” from the override drop down box and click F11 to Add to batch.
    - vi. Once the Running Total field agrees to the amount on the payment, Click F10 to enter the payment information. Be sure to enter the check number and select type of check from the drop down menu.

4. People's Bank Merchant Service Portal
  - a. Collector of Revenue to log on to get credit card payments to match to the Landfill Register Receipt.
  - b. Print report for the day's receipts and attach to the Landfill report of collections when validating that department's deposit.
5. Department Depositors
  - a. Verify cash and check totals reported on the Report of Collections provided with the deposit. Reconcile any differences.
  - b. Sign the bottom of the report of collections.
  - c. Provide a copy of the signed report to the depositor.
  - d. Stamp the back of the checks and store the checks under the tray in the cash box. If the revenue codes begin with 9's, stamp with the Region stamper. If other numbers stamp with General fund stamper.
  - e. Store the cash in the tray in the cash box.
  - f. Record the deposit on the Daily Revenue Sheet and store the report of collection in the revenue sheet tray.
6. **Complus Payments – Parking Tickets – to be determined.**

## **b. Balancing and Deposits**

At the end of each batch, post and balance the batch. For the main counter stations, this should be done at the end of each day. (Mid-day balancing is done but not posted for the counter stations)

1. Balancing – at the end of the day – QDS system
  - a. From the payment screen press escape once. This will bring you to a summary screen that shows total cash and checks tendered.
  - b. Count the cash and checks that are in the drawer. Compare the totals to the amount on the summary screen.



- c. If the total agree, select from the Posting drop down “Post – Start New Batch” to post the batch.
  - d. Bundle the checks and cash for the next morning and store in the black safe tray.
  - e. Repeat for each counter computer
  - f. Create \$30 starting cash for next day and mark for counter 1 and counter 2.
  - g. Bundle the remittance slips and store the deposit slip generated from the posting process on top of the slips.
2. Balancing – the morning after – QDS system
- a. Set up the starting cash of \$30 in counter1 and counter2
  - b. Print a Batch report for the prior day ensuring all bill types are selected and the batch number and terminal number reflect nothing.

- c. Verify that the cash and checks that remain after the starting cash was put into the drawers agree with the batch report totals page. Use double adding machine tape for the checks when tallying and audit the checks for accuracy.
- d. Create a report of collections using the detailed information from the batch report.
- e. Fill out a bank deposit slip for the General Fund with the cash and checks listed. Bundle on top of the cash and

[illegible]

- f. Give the Report of Collections and deposit slips to the Revenue Specialist for recording on the Daily Revenue Sheet.
3. Balancing – morning after Daily Revenue Sheet
  - a. Set up \$140 Extra Change tray and store in the locked cabinet.
  - b. Sum up the Daily Revenue Sheet to determine the total cash, checks and electronic payments received for the General Fund and the Region Fund.
  - c. Tally checks under the tray of the cash box for the General Fund and compare with the check total. Audit check information while tallying. Reconcile any differences.

- d. Count the cash, (bundling cash and rolling cash while counting), and compare with the cash total. Reconcile any differences.
- e. Prepare the deposit slip for the bank General fund and bundle with the cash and checks for delivery to the bank.
- f. Repeat for the Region fund cash and checks.
- g. Enter the revenue sheet information into the general ledger for each line item on all depositor reports of collections for the listed on the daily revenue sheet.
- h. Print the posting revenue report from the general ledger.
- i. Finalize the totals on the daily revenue sheet.
- j. Scan the sheets from the day including top Daily revenue Sheet and email to Finance.
- k. Store the pack of sheets in the Collector of Revenue office.

## 6. Weekly Procedures

### Process certificates of correction and refunds

- i. In QDS, select the Maintenance drop down menu, then select club billing, and then reprint cub bills.
- ii. Fill out the form as it appear to reprint all changed bills for the various years that haven't been printed yet for bill type 14 – tax. Then click print.

The screenshot shows a software interface for printing bills. The main window is titled 'Printing Option (s)' and contains several sections of options and input fields.

- Printing Option (s)**:
  - As of Date: 09/24/2014
  - Pay by Date: 09/30/2014
  - Billing Year: 2013
  - Year: 1998 To 2013
  - Match Year: (empty)
  - Bill Type: 14 - CODE T (dropdown)
  - Name: (empty) To (empty)
  - Bill #: (empty) To (empty)
  - District: (empty) To (empty)
  - Tax/Def: All (dropdown)
- Bill Option (s)**:
  - ☒ Regular Bill
  - ☐ Club Billing
  - ☐ Link ID
  - ☐ Sewer Usage Link
  - ☐ Sewer (Town/Fire)
  - ☐ Sewer with Reading
- Sewer Information**:
  - ☐ Print Sewer Information (This will print reading meter/Landfill information in middle of the bill)
  - ☐ Record Date
  - Installment #: (empty dropdown)
  - ☐ Do not print payoff amount
- Order By**: Bill# (dropdown) ☐ Use Preprinted Form
- ☐ Transfer Date
- Bank Option (s)**:
  - ☒ Include Bank
  - ☐ Exclude Bank
  - ☐ Bank Only
- Message (s)**: (empty)
- ☒ Include Suspense
- ☒ Include Invalid Addr
- ☐ Exclude Note
- ☐ Exclude Warrant
- ☐ Exclude Bankruptcy
- ☒ Reprint Only Changed Bills
- ☐ Print if Lien Due Only
- Balance Option (s)**:
  - ☐ Original Billing
  - ☐ Balance Due
  - ☒ Total Due Now
    - ☒ Show Interest
    - ☒ Include Credit Records
  - ☐ All Bills
  - ☐ Exclude Delinquent

At the bottom of the window, there is a blue 'RS' button on the left, and 'Print [F11]' and 'Close [Esc]' buttons on the right.

- iii. Using the printouts, review each one for action.
  - Mail new bills, notating on them when to pay by. Rule is 30 days from mailing date. Slice off one section of the bill and retain and notate when mailed.
  - For bills that printed with refund balances, review name for any other debts in the system. If no debts, prepare refund form to be mailed for signature.
  - If just adjusted bill with tax due, mail as printed. Retain section to know when remailed.

- Keep portions of each item mailed in work in progress folder to be reviewed weekly.

## Lien releases

- In QDS, select Spec Functions drop down menu, then select lien processing, and then select release report.
- Fill out the form below ensuring that you try bill type 01, 11, 12 and 15 each week. Select single record/page and then click release.

- Using releases that printed, open up the lien list file in excel and record the release information on the appropriate rows for the taxpayers. Use the volume and page information to fill in the fields on the printed forms.
- Verify information with the land records volume and pages.
- Sign and submit to the Town Clerk for filing.

## DMV take offs

Weekly, by Wednesday at noon

- a. From QDS, click on Spec Functions drop down menu, and click on motor vehicle on/off.
- b. Fill out the form below indicating a take off or put on file and click on save & update to print. The process will take several minutes.
- c. Before it starts it will ask you to save it to a file – it currently saves until Gamachecl's folder, in the delinquent account folder and the DMV reports subfolder. The format must be TC078DT140917.dat. The first 7 characters are fixed, followed by the date of the report
- d. Once finished it will print a report.
- e. After it is finished, click on FTP

<b>Put-ON/ Take off Criteria</b> Put On/ Take Off: <b>Take Off</b> As of Date: 09/24/2014 District: <input type="text"/> <input type="checkbox"/> Exclude District Minimum Put-on Amount: 0.00 Bill Type: <b>All</b> <input type="checkbox"/> Include Deceased Records		<b>Reset TakeOff</b> <input type="checkbox"/> Restart MV Take Off?  <input type="checkbox"/> Take off Inst1 = 0, Inst2 balance due > 0 (Current Grand list Only)	
<b>Additional Option (s)</b> <input checked="" type="checkbox"/> All <input type="checkbox"/> Range of Numbers <input type="checkbox"/> Single Number <input type="checkbox"/> Name		<b>Match Option (s)</b> Match by Name: <b>Partial (80% of the Name)</b> Match by Addr: <b>Partial (70% of the Address)</b> Match by Care Of: <b>No</b>  Sort Order: <b>Taxpayer Name</b>	
<b>Fee Option (s) -- (** Fee will be applied to the bills sent to the DMV **)</b> Send to DMV: <input type="text"/> Fee Code: <input type="text"/> Fee Amount: 0.00		<b>Update Fee to Prior Put-On</b> <input type="button" value="Reset Fee for Zero bills"/>	
<input type="button" value="RS"/> <input type="button" value="Save &amp; Update &amp; Print [F11]"/> <input type="button" value="Close [Esc]"/>		<input type="button" value="FTP"/>	
<b>Put-On/Take-Off Last run</b>			
Put-On Date	09/17/2014	File	T:\Tax Collector\GamacheCL\Delinquent acc # 6,086
Take-Off	09/08/2014	File	T:\Tax Collector\GamacheCL\Delinquent acc # 180

- f.
- g. After click on DMV Website which will allow you to log in to the DMV website. Browse and upload the file you just created.

- h. After you saved the file on the DMV website, click on Email to DMV.

Transfer Information

\*\* Report Type [Dropdown]

\*\* Ftp:\ or Https:\ [Text]

\*\* User Name [Text]

\*\* Password [Text]

Connect [F9] Disconnect [F9]

Email Option

This option is only available if you are using Outlook email

Email to DMV

DMV Website

FTP Site [X]

Town Site

[Dropdown] Type All File \*.\* [Dropdown]

COLLECTOR

COLLECTION.txt  
CollectionProcess.dll  
COLLECTORLINKFILE2912.txt  
COLLECTORPLNK FILE.txt  
Copy of reportprocess.dll  
CREDIT\_RECORDS.TXT  
D\_CAudit.dll  
D\_CDeq.dll

Down Load

Up Load

RS

Close [ESC]

- i. Email goes to [dmv.taxcollector@ct.gov](mailto:dmv.taxcollector@ct.gov) make sure to select take off so that the proper email gets send. Then send – it will take several minutes to send.

Email to DMV

Email [Text]

Subject: [Text]

☐ Puton File

☒ TakeOff File

# of Records 180

Date 09/08/2014

Messages

\*\*\* THIS IS A TAKEOFF FILE WITH 180 RECORDS \*\*\* AND TAKE OFF DATE IS 09/08/2014

Additional Messages

RS

Send [F11]

Close [Esc]

Inbox/correspondence

Each week, go through all items in pending folders on desk to determine whether actions are now needed, follow up where necessary, throw out recently followed correction notices that were fully paid, or refunds fully processed. This is ad hoc but is a practice followed weekly by the Collector of Revenue.